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PATENT ABSTRACTS OF JAPAN

(11)Publication number : 10-222566
(43)Date of publication or application : 21.08.1998

(51)Int.Cl. // G06F 17/60
// G07G 1/14

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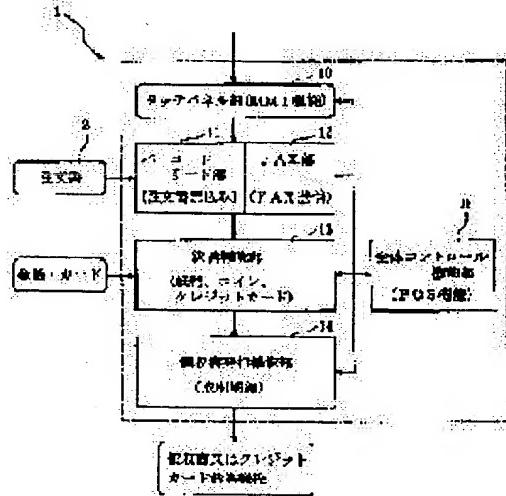
(54) AUTOMATIC ORDERING MACHINE

(57) Abstract:

PROBLEM TO BE SOLVED: To allow a user to conveniently use this device in a short time, and to save the processing load of a center by operating the propaganda advertisement, ordering, and settlement of accounts of merchandise based on one order form in which each prescribed information is described, and automatically transmitting this order form to a subscribing trader being the direct destination of a

subscribing trader being the direct destination of order.

SOLUTION: This device is constituted of a touch panel part 10 having a function as an interface with a user, bar code read part 11, settling function part 13, FAX part 12, and overall control function part 15 for controlling each part. The bar code read part 11 reads information from the bar code of an order form 2 selected, described, and inserted by the user. The overall control function part 15 displays the information on the screen of the touch panel part 10, and the settling function part 13 operates the settlement of accounts based on the information and money or a card inputted by the user. The FAX part 12 automatically transmits the order form 2 through a telephone line to a direct subscribing trader based on the information.



LEGAL STATUS

[Date of request for examination] 12.09.2002

[Date of sending the examiner's decision of rejection]

[Kind of final disposal of application other than the examiner's decision of rejection or application converted registration]

[Date of final disposal for application]

[Patent number]

[Date of registration]

[Number of appeal against examiner's decision
of rejection]

[Date of requesting appeal against examiner's
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[Date of extinction of right]

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CLAIMS

[Claim(s)]

[Claim 1] In the automatic order machine containing the touch panel section which has a function as an interface with a user, the bar code lead section, a settlement-of-accounts function part, the FAX section, and the whole control function part that performs control of said each part Said bar code lead section reads information in a bar code among the order sheets which the user chose, indicated and were inserted. Said whole control function part displays the information concerned on the screen of the touch panel section. It is the automatic order machine which said settlement-of-accounts function part settles accounts based on the money or the card which the above-mentioned information and a user threw in, and is characterized by said FAX section sending the above-mentioned order sheet to a direct subscription contractor through the telephone line based on the above-mentioned information automatically.

[Claim 2] It is the automatic order machine which said control function part summarizes the information read in said bar code in an automatic order machine according to claim 1, carries out fixed period are recording, and is characterized by transmitting to a center as POS information.

[Claim 3] It is the automatic order machine characterized by including the order content which said order sheet has a publicity advertising function in an automatic order machine according to claim 1 or 2, and a user specifies as the information on the bar code of said order sheet.

[Translation done.]

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DETAILED DESCRIPTION

[Detailed Description of the Invention]

[0001]

[Field of the Invention] This invention relates to the automatic order machine in the nonstore-retailing system which performs [delivery / the purchase of goods,] a promissory note continuation beforehand with a predetermined order sheet.

[0002]

[Description of the Prior Art] As a terminal unit of the conventional nonstore-retailing system, there are some which were indicated by JP,1-236356,A, for example. That is, in the terminal unit of the conventional nonstore-retailing system, after the user printed and published goods purchase procedure information that it inputted with the keyboard of a terminal unit, with printer equipment in the cut-form currently beforehand prepared for the interior of the terminal concerned and the user wrote down predetermined matters, such as a goods address, in the published cut-form concerned, facsimile was operated and the cut-form concerned was transmitted to the system center. And in the system center, forwarding processing of goods was performed based on the counterpart of the cut-form which received.

[0003]

[Problem(s) to be Solved by the Invention] However, the terminal unit of the conventional nonstore-retailing system had the following inconvenience. Since goods purchase procedure information, such as selection of goods and the purchase number, was inputted with a keyboard, occupancy time amount of the terminal unit per user was not able to become long, and many users were not able to use a terminal unit effectively. To install a terminal unit in the location in which many men gather especially, it is necessary to shorten occupancy time amount of the terminal unit per user, and to consider as the system which many people can use simply. When a user was an old person, since actuation of a keyboard was not easy, generally a simpler approach was desired. Furthermore, the user himself had to operate facsimile and was complicated. Moreover, although the system center was performing forwarding processing of goods based on the counterpart of a cut-form, its forwarding processing is complicated and it had also required the labor cost.

[0004] Then, this invention tends to offer the automatic order machine with which a user can use simple in a short time, and can mitigate the processing burden of a system center.

[0005]

[Means for Solving the Problem] In order to solve the above-mentioned technical problem, invention according to claim 1 In the automatic order machine containing the touch panel section which has a function as an interface with a user, the bar code lead section, a settlement-of-accounts function part, the FAX section, and the whole control function part that performs control of said each part Said bar code lead section reads information in a bar code among the order sheets which the user chose, indicated and were inserted. Said whole control function part displays the information concerned on the screen of the touch panel section. Said settlement-of-accounts function part settles accounts based on the money or the card which the above-mentioned information and a user threw in, and said FAX section is characterized by sending the above-mentioned order sheet to a direct subscription contractor through the telephone line

based on the above-mentioned information automatically.

[0006] In an automatic order machine according to claim 1, said control function part summarizes the information read in said bar code, and carries out fixed period recording, and invention according to claim 2 is characterized by transmitting to a center as POS information.

[0007] Invention according to claim 3 is characterized by including the order content which said order sheet has a publicity advertising function, and a user specifies as the information on the bar code of said order sheet in an automatic order machine according to claim 1 or 2.

[0008]

[Embodiment of the Invention] Hereafter, the operation gestalt in the case of installing the automatic order machine of this invention in a post office is explained along drawing. Drawing 1 is the block diagram of an operation gestalt. An operation gestalt is equipped with the order sheet 2 inserted in an automatic order machine, and the center 3 which sucks up the so-called POS information from said automatic order machine 1 after a user fills in a predetermined matter as the automatic order machine 1. The automatic order machine 1 sends an order sheet 2 to a subscription retailer through the telephone line by facsimile, after performing predetermined processing, check procedure, etc. And a subscription retailer sends the goods specified with the order sheet 2, and delivers previously. The "card" in drawing and "cash" show a user's tariff payment approach, and after, as for a "voucher", a user pays a tariff, they show that a receipt is published from the automatic order machine 1. In addition, although one automatic order machine 1 in drawing is displayed, it may not be restricted to this, and anywhere all over the country is sufficient as an installation part, and it is also possible to install two or more sets in one place.

[0009] Drawing 2 is the block diagram of the automatic order machine 1 of this operation gestalt. The touch panel section 10 in which the automatic order machine 1 has a man machine interface function (MMI function), The bar code lead section 11 which reads the bar code of an order sheet 2, and the FAX section 12 which sends an order sheet 2 to a subscription retailer or a center 3 through the telephone line, The money (a bill, coin) which the user invested in this automatic order machine 1, and the settlement-of-accounts function part 13 to which accounts is settled with a card, The receipt issuance function part 14 which publishes the receipt which contains a schedule of transactions to a user when said settlement of accounts is performed justly. All the configuration sections 10, 11, 12, 13, and 14 mentioned above are generalized and controlled, and it consists of whole control function parts 15 in which the function transmitted to center 3 grade also has POS information further.

[0010] Drawing 3 is the flow chart having shown the processing flow of this operation gestalt centering on the automatic order machine 1. A user chooses the order sheet 2 classified for every goods in step g1. In addition, about the content of the order sheet 2, it mentions later. A user indicates marking to the bar code which shows entry of a predetermined matter, for example, the destination of goods etc., selected goods, the number, etc. in step g2. A user touches the screen established in the touch panel section 10 of the automatic order machine 1 in step g3. Then, said screen changes a standby screen (step s1), and displays a predetermined matter (step s2). A user inserts said order sheet 2 in insertion opening of the automatic order machine 1 (step g4 and step s3).

[0011] In step s4, if an automatic vending machine 1 reads the bar code of an order sheet 2 (carried out by the bar code lead section 11), it will return an order sheet 2 to a user in step s5 if it checks whether there is any defect in the entry approach and the content and has a defect, and there is no defect, it will display the content of the order sheet on a screen in step s6. A trade name, quantity, the total amount of money, etc. are contained in this content. A user checks the content of the order sheet 2 in step g5 in the pictures. The automatic order machine 1 displays the settlement-of-accounts approach on a screen in step s7. A user pays a tariff in step g6.

[0012] The settlement-of-accounts function part 13 of the automatic order machine 1 performs the check of the thrown-in the cash or the credit card in step s8. When the approach of paying is cash, a receipt is published after checking the amount of money (steps s9 and s10). A user receives the receipt concerned in step g7. When the approach of paying is a credit card, after the automatic order machine 1 checks a credit card (step s11), it returns a credit card to a user

(step s13), and publishes "visitor bracing" in step s14. When a credit card is not effective, a credit card displays an invalid purport on a screen (step s12), and it returns to a user in step s13. A user receives a credit card and "visitor bracing" (respectively step g8, step g9). [0013] The FAX section 12 of the automatic order machine 1 sends an order sheet 2 to the subscription retailer specified by the bar code through the telephone line in step s15 by facsimile. In addition, all the above-mentioned processings are performed automatically. Moreover, in step s15, an order sheet 2 may be sent to a center 3 by facsimile.

[0014] The whole automatic order machine 1 control function part 15 is memorized in step s16 in the memory in which data, such as an order content and time, were prepared to the automatic order machine 1 interior. Furthermore, the whole control function part 15 totals for every (for example, every day 23 o'clock) fixed time amount, and sends the above-mentioned data to center 3 grade through the telephone line etc. as POS information (this is called bundle activity).

[0015] Drawing 4 is the example of the order sheet 2 which is the component of this operation gestalt. An order sheet 2 is classified by the goods number, the trade name, the content, an address method, etc., and the goods recital 21 the price is clearly shown to be, the description column 22 a user indicates a destination, the request Lord, etc. to be in handwriting, and the bar code 23 are displayed. In addition, it is also possible to display the information for publicity advertisements, such as a photograph of not only a trade name but goods, on an order sheet 2.

[0016] A user chooses the order sheet 2 to wish to have, and makes marking the bar code corresponding to a goods number, the number, etc. to wish. In drawing 4, although a slash is entered in a bar code, the so-called approach of a mark sheet, such as not being restricted to this, and preparing a square column in the right-hand side of each selectable bar code, for example, smearing away the inside of it with a pencil, may be used. And a user inserts in the predetermined location of the automatic order machine 1, as predetermined matters, such as a receiver's address address, a name, the telephone number, a request main address, a name, and the telephone number, were filled in and mentioned above in handwriting in said description column 22. Not only the contents, such as a goods number which a user chooses, and the purchase number, but information, such as a fax number of Oita of goods and the subscription retailer who sells goods actually and takes charge of delivery, and an account, is included in other bar codes. Based on this information, the FAX section 12 is automatically sent to the subscription retailer who had the order sheet 2 specified.

[0017] This order sheet 2 serves also as the throwaway of a goods catalog and a publicity advertisement, for example, it is put on the location in which it is collected into as a booklet and people gather, is put on the shelf for a publicity advertisement, or is put on the shelf formed in the automatic order machine 1, and a user can inspect it now.

[0018] Next, the POS function which the whole control function part 15 (refer to drawing 2) has among the automatic order machines 1 is explained. The automatic order machine 1 is connected to the center 3 on-line. Between centers, the general telephone line or radio system through the modem which an RS-232C interface twists is used, and, as for a window processing system, LANs, such as Ethernet, are used. The information on the advance notice alarm of the form piece of the amount of money, dealings time amount, the information on change, failure information, the information on an invalid credit card, an order sheet 2, or visitor bracing etc. is included in POS information the number and the whole reception the machine number of the automatic order machine 1, and the whole reception. The time amount by which the whole control function part 15 transmits POS information to center 3 grade is a demand from assignment time amount or a window processing system at the failure or advance notice alarm's of form piece generating event. Moreover, the whole control function part 15 also has the function to always store all the data between three days of newest. This is for enabling it to cope with it, also while [at which it broke down at the time / while] the window processing system is not operating.

[0019] Furthermore, the automatic order machine 1 has the function in which it can respond to an alien, and the function in which it can respond to trouble back tone. As a function corresponding to an alien, the change of the alphabetic character of a screen display into English

may be enabled from Japanese by touch panel actuation of an initial screen. Moreover, it is except touch panel actuation and a part (for example, cash input port) to be operated by the user can respond by writing together of an intelligible picture or Japanese, and English. [0020] As a function corresponding to trouble back tone, a speech generation device may be built in the automatic order machine 1, and operating procedure may be guided with voice. Furthermore, the Braille-points remote box for classification selection is installed, and Braille-points advice can be prepared in cash input port, and it can respond to it.

[0021] Drawing 5 is the external view of the automatic order machine 1. drawing — setting — 31 — for a slot for bills and 34, as for insertion opening of a card, and 36, the insertion section of an order sheet 2 and 35 are [coin input port and 32 / a return lever and 33 / a voucher or visitor bracing issuance opening, and 37] change output port.

[0022]

[Effect of the Invention] As mentioned above, according to invention of claims 1 and 2 and three publications, based on the order sheet of one sheet with which information, such as specification of a publicity advertisement, selection of goods, the orderer, and a destination and specification of a purchaser, was indicated, the publicity advertisement of goods, an order, and settlement of accounts are performed, and since said order sheet is automatically sent to the subscription contractor who is the direct orderer, a user can use simple in a short time. Furthermore, since a center does not need to perform forwarding processing of goods based on the counterpart of a cut-form, the processing burden of a center is mitigated and it can reduce labor costs.

[0023] According to invention according to claim 2, a center can perform package management of POS information and can cope with failure of an automatic order machine etc. promptly.

[0024] According to invention according to claim 3, since a user's clerical error etc. decreases, a reliable nonstore-retailing system can be offered.

[Translation done.]

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TECHNICAL FIELD

[Field of the Invention] This invention relates to the automatic order machine in the nonstore-retailing system which performs [delivery / the purchase of goods,] a promissory note continuation beforehand with a predetermined order sheet.

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PRIOR ART

[Description of the Prior Art] As a terminal unit of the conventional nonstore-retailing system, there are some which were indicated by JP,1-236356,A, for example. That is, in the terminal unit of the conventional nonstore-retailing system, after the user printed and published goods purchase procedure information that it inputted with the keyboard of a terminal unit, with printer equipment in the cut-form currently beforehand prepared for the interior of the terminal concerned and the user wrote down predetermined matters, such as a goods address, in the published cut-form concerned, facsimile was operated and the cut-form concerned was transmitted to the system center. And in the system center, forwarding processing of goods was performed based on the counterpart of the cut-form which received.

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EFFECT OF THE INVENTION

[Effect of the Invention] As mentioned above, according to invention of claims 1 and 2 and three publications, based on the order sheet of one sheet with which information, such as specification of a publicity advertisement, selection of goods, the orderer, and a destination and specification of a purchaser, was indicated, the publicity advertisement of goods, an order, and settlement of accounts are performed, and since said order sheet is automatically sent to the subscription contractor who is the direct orderer, a user can use simple in a short time. Furthermore, since a center does not need to perform forwarding processing of goods based on the counterpart of a cut-form, the processing burden of a center is mitigated and it can reduce labor costs.
[0023] According to invention according to claim 2, a center can perform package management of POS information and can cope with failure of an automatic order machine etc. promptly.
[0024] According to invention according to claim 3, since a user's clerical error etc. decreases, a reliable nonstore-retailing system can be offered.

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TECHNICAL PROBLEM

[Problem(s) to be Solved by the Invention] However, the terminal unit of the conventional nonstore-retailing system had the following inconvenience. Since goods purchase procedure information, such as selection of goods and the purchase number, was inputted with a keyboard, occupancy time amount of the terminal unit per user was not able to become long, and many users were not able to use a terminal unit effectively. To install a terminal unit in the location in which many men gather especially, it is necessary to shorten occupancy time amount of the terminal unit per user, and to consider as the system which many people can use simply. When a user was an old person, since actuation of a keyboard was not easy, generally a simpler approach was desired. Furthermore, the user himself had to operate facsimile and was complicated. Moreover, although the system center was performing forwarding processing of goods based on the counterpart of a cut-form, its forwarding processing is complicated and it had also required the labor cost.

[0004] Then, this invention tends to offer the automatic order machine with which a user can use simple in a short time, and can mitigate the processing burden of a system center.

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MEANS

[Means for Solving the Problem] In order to solve the above-mentioned technical problem, invention according to claim 1 In the automatic order machine containing the touch panel section which has a function as an interface with a user, the bar code lead section, a settlement-of-accounts function part, the FAX section, and the whole control function part that performs control of said each part Said bar code lead section reads information in a bar code among the order sheets which the user chose, indicated and were inserted. Said whole control function part displays the information concerned on the screen of the touch panel section. Said settlement-of-accounts function part settles accounts based on the money or the card which the above-mentioned information and a user threw in, and said FAX section is characterized by sending the above-mentioned order sheet to a direct subscription contractor through the telephone line based on the above-mentioned information automatically.

[0006] In an automatic order machine according to claim 1, said control function part summarizes the information read in said bar code, and carries out fixed period are recording, and invention according to claim 2 is characterized by transmitting to a center as POS information.

[0007] Invention according to claim 3 is characterized by including the order content which said order sheet has a publicity advertising function, and a user specifies as the information on the bar code of said order sheet in an automatic order machine according to claim 1 or 2.

[0008]

[Embodiment of the Invention] Hereafter, the operation gestalt in the case of installing the automatic order machine of this invention in a post office is explained along drawing. Drawing 1 is the block diagram of an operation gestalt. An operation gestalt is equipped with the order sheet 2 inserted in an automatic order machine, and the center 3 which sucks up the so-called POS information from said automatic order machine 1 after a user fills in a predetermined matter as the automatic order machine 1. The automatic order machine 1 sends an order sheet 2 to a subscription retailer through the telephone line by facsimile, after performing predetermined processing, check procedure, etc. And a subscription retailer sends the goods specified with the order sheet 2, and delivers previously. The "card" in drawing and "cash" show a user's tariff payment approach, and after, as for a "voucher", a user pays a tariff, they show that a receipt is published from the automatic order machine 1. In addition, although one automatic order machine 1 in drawing is displayed, it may not be restricted to this, and anywhere all over the country is sufficient as an installation part, and it is also possible to install two or more sets in one place.

[0009] Drawing 2 is the block diagram of the automatic order machine 1 of this operation gestalt. The touch panel section 10 in which the automatic order machine 1 has a man machine interface function (MMI function), The bar code lead section 11 which reads the bar code of an order sheet 2, and the FAX section 12 which sends an order sheet 2 to a subscription retailer or a center 3 through the telephone line, The money (a bill, coin) which the user invested in this automatic order machine 1, and the settlement-of-accounts function part 13 to which accounts is settled with a card, The receipt issuance function part 14 which publishes the receipt which contains a schedule of transactions to a user when said settlement of accounts is performed justly, All the configuration sections 10, 11, 12, 13, and 14 mentioned above are generalized and controlled, and it consists of whole control function parts 15 in which the function transmitted to

center 3 grade also has POS information further.

[0010] Drawing 3 is the flow chart having shown the processing flow of this operation gestalt centering on the automatic order machine 1. A user chooses the order sheet 2 classified for every goods in step g1. In addition, about the content of the order sheet 2, it mentions later. A user indicates marking to the bar code which shows entry of a predetermined matter, for example, the destination of goods etc., selected goods, the number, etc. in step g2. A user touches the screen established in the touch panel section 10 of the automatic order machine 1 in step g3. Then, said screen changes a standby screen (step s1), and displays a predetermined matter (step s2). A user inserts said order sheet 2 in insertion opening of the automatic order machine 1 (step g4 and step s3).

[0011] In step s4, if an automatic vending machine 1 reads the bar code of an order sheet 2 (carried out by the bar code lead section 11), it will return an order sheet 2 to a user in step s5 if it checks whether there is any defect in the entry approach and the content and has a defect, and there is no defect, it will display the content of the order sheet on a screen in step s6. A trade name, quantity, the total amount of money, etc. are contained in this content. A user checks the content of the order sheet 2 in step g5 in the pictures. The automatic order machine 1 displays the settlement-of-accounts approach on a screen in step s7. A user pays a tariff in step g6.

[0012] The settlement-of-accounts function part 13 of the automatic order machine 1 performs the check of the thrown-in the cash or the credit card in step s8. When the approach of paying is cash, a receipt is published after checking the amount of money (steps s9 and s10). A user receives the receipt concerned in step g7. When the approach of paying is a credit card, after the automatic order machine 1 checks a credit card (step s11), it returns a credit card to a user (step s13), and publishes "visitor bracing" in step s14. When a credit card is not effective, a credit card displays an invalid purport on a screen (step s12), and it returns to a user in step s13. A user receives a credit card and "visitor bracing" (respectively step g8, step g9).

[0013] The FAX section 12 of the automatic order machine 1 sends an order sheet 2 to the subscription retailer specified by the bar code through the telephone line in step s15 by facsimile. In addition, all the above-mentioned processings are performed automatically. Moreover, in step s15, an order sheet 2 may be sent to a center 3 by facsimile.

[0014] The whole automatic order machine 1 control function part 15 is memorized in step s16 in the memory in which data, such as an order content and time, were prepared to the automatic order machine 1 interior. Furthermore, the whole control function part 15 totals for every (for example, every day 23 o'clock) fixed time amount, and sends the above-mentioned data to center 3 grade through the telephone line etc. as POS information (this is called bundle activity).

[0015] Drawing 4 is the example of the order sheet 2 which is the component of this operation gestalt. An order sheet 2 is classified by the goods number, the trade name, the content, an address method, etc., and the goods recital 21 the price is clearly shown to be, the description column 22 a user indicates a destination, the request Lord, etc. to be in handwriting, and the bar code 23 are displayed. In addition, it is also possible to display the information for publicity advertisements, such as a photograph of not only a trade name but goods, on an order sheet 2.

[0016] A user chooses the order sheet 2 to wish to have, and makes marking the bar code corresponding to a goods number, the number, etc. to wish. In drawing 4, although a slash is entered in a bar code, the so-called approach of a mark sheet, such as not being restricted to this, and preparing a square column in the right-hand side of each selectable bar code, for example, smearing away the inside of it with a pencil, may be used. And a user inserts in the predetermined location of the automatic order machine 1, as predetermined matters, such as a receiver's address address, a name, the telephone number, a request main address, a name, and the telephone number, were filled in and mentioned above in handwriting in said description column 22. Not only the contents, such as a goods number which a user chooses, and the purchase number, but information, such as a fax number of Oita of goods and the subscription retailer who sells goods actually and takes charge of delivery, and an account, is included in other bar codes. Based on this information, the FAX section 12 is automatically sent to the

subscription retailer who had the order sheet 2 specified.

[0017] This order sheet 2 serves also as the throwaway of a goods catalog and a publicity advertisement, for example, it is put on the location in which it is collected into as a booklet and people gather, is put on the shelf for a publicity advertisement, or is put on the shelf formed in the automatic order machine 1, and a user can inspect it now.

[0018] Next, the POS function which the whole control function part 15 (refer to drawing 2) has among the automatic order machines 1 is explained. The automatic order machine 1 is connected to the center 3 on-line. Between centers, the general telephone line or radio system through the modem which an RS-232C interface twists is used, and, as for a window processing system, LANs, such as Ethernet, are used. The information on the advance notice alarm of the form piece of the amount of money, dealings time amount, the information on change, failure information, the information on an invalid credit card, an order sheet 2, or visitor bracing etc. is included in POS information the number and the whole reception the machine number of the automatic order machine 1, and the whole reception. The time amount by which the whole control function part 15 transmits POS information to center 3 grade is a demand from assignment time amount or a window processing system at the failure or advance notice alarm's of form piece generating event. Moreover, the whole control function part 15 also has the function to always store all the data between three days of newest. This is for enabling it to cope with it, also while [at which it broke down at the time / while] the window processing system is not operating.

[0019] Furthermore, the automatic order machine 1 has the function in which it can respond to an alien, and the function in which it can respond to trouble back tone. As a function corresponding to an alien, the change of the alphabetic character of a screen display into English may be enabled from Japanese by touch panel actuation of an initial screen. Moreover, it is except touch panel actuation and a part (for example, cash input port) to be operated by the user can respond by writing together of an intelligible picture or Japanese, and English.

[0020] As a function corresponding to trouble back tone, a speech generation device may be built in the automatic order machine 1, and operating procedure may be guided with voice. Furthermore, the Braille-points remote box for classification selection is installed, and Braille-points advice can be prepared in cash input port, and it can respond to it.

[0021] Drawing 5 is the external view of the automatic order machine 1. drawing — setting — 31 — for a slot for bills and 34, as for insertion opening of a card, and 36, the insertion section of an order sheet 2 and 35 are [coin input port and 32 / a return lever and 33 / a voucher or visitor bracing issuance opening, and 37] change output port.

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DESCRIPTION OF DRAWINGS

[Brief Description of the Drawings]

[Drawing 1] It is nonstore-retailing structure-of-a-system drawing.

[Drawing 2] It is the block diagram of an automatic order machine.

[Drawing 3] It is the flow chart having shown the processing flow of an operation gestalt centering on the automatic order machine.

[Drawing 4] It is drawing having shown the example of an order sheet.

[Drawing 5] It is the external view of an automatic order machine.

[Description of Notations]

1 Automatic Order Machine

2 Order Sheet

3 Center

10 Touch Panel Section

11 Bar Code Lead Section

12 The FAX Section

13 Settlement-of-Accounts Function Part

14 Receipt Issuance Function Part

15 Whole Control Function Part

21 Goods Recital

22 The Description Column

23 Bar Code

31 Coin Input Port

32 Return Lever

33 Slot for Bills

34 Order Sheet Insertion Section

35 Card Insertion Section

36 Voucher, Visitor Bracing Issuance Opening

37 Change Output Port

[Translation done.]

(19)日本国特許庁 (JP)

(12) 公開特許公報 (A)

(11)特許出願公開番号

特開平10-222566

(43)公開日 平成10年(1998)8月21日

(51)Int.Cl.⁸
G 0 6 F 17/60
// G 0 7 G 1/14

識別記号

F I
G 0 6 F 15/21 3 3 0
G 0 7 G 1/14
G 0 6 F 15/21 3 1 0 Z

審査請求 未請求 請求項の数3 O L (全6頁)

(21)出願番号 特願平9-22416

(22)出願日 平成9年(1997)2月5日

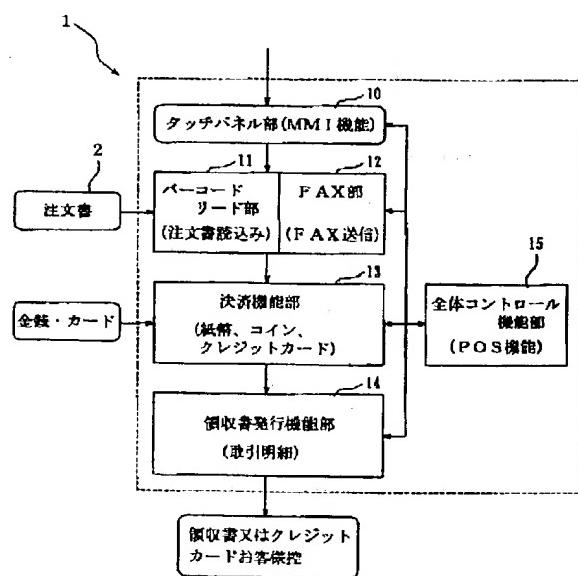
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(54)【発明の名称】 自動注文機

(57)【要約】

【課題】 従来の無店舗販売システムの端末装置では、商品の選択などの情報をキーボードにより入力しなければならず、また利用者自らがファクシミリを操作しなければならず、煩雑であり、より簡便なシステムが望まれていた。

【解決手段】 本発明の自動注文機は、利用者とのインターフェイスとしての機能を有するタッチパネル部と、バーコードリード部と、決済機能部と、FAX部と、前記各部の制御を行う全体コントロール機能部とを含み、前記バーコードリード部は、利用者が選択し、記載し、挿入した注文書のうちバーコードから情報を読み取り、前記全体コントロール機能部は当該情報をタッチパネル部の画面に表示し、前記決済機能部は上記情報と利用者が投入した金銭またはカードに基づいて決済を行い、前記FAX部は上記情報に基づいて自動的に上記注文書を直接加入業者に電話回線を介して送付することを特徴とする。



【特許請求の範囲】

【請求項1】 利用者とのインターフェイスとしての機能を有するタッチパネル部と、バーコードリード部と、決済機能部と、FAX部と、前記各部の制御を行う全体コントロール機能部とを含む自動注文機において、前記バーコードリード部は、利用者が選択し、記載し、挿入した注文書のうちバーコードから情報を読み取り、前記全体コントロール機能部は該情報タッチパネル部の画面に表示し、前記決済機能部は上記情報と利用者が投入した金銭またはカードに基づいて決済を行い、前記FAX部は上記情報に基づいて自動的に上記注文書を直接加入業者に電話回線を介して送付することを特徴とする自動注文機。

【請求項2】 請求項1記載の自動注文機において、前記コントロール機能部は、前記バーコードから読みとった情報をまとめ、一定期間蓄積し、POS情報としてセンタに伝送することを特徴とする自動注文機。

【請求項3】 請求項1または2記載の自動注文機において、

前記注文書は宣伝広告機能を有し、かつ前記注文書のバーコードの情報には、利用者が指定する注文内容が含まれることを特徴とする自動注文機。

【発明の詳細な説明】

【0001】

【発明の属する技術分野】本発明は、所定の注文書により商品の購入及び配送等の予約手続きを行う無店舗販売システムにおける自動注文機に関する。

【0002】

【従来の技術】従来の無店舗販売システムの端末装置としては、例えば特開平1-236356号公報に記載されたものがある。すなわち、従来の無店舗販売システムの端末装置では、利用者が端末装置のキーボードにより入力した商品購入手続き情報を、予め当該端末機内部に用意されている伝票にプリンタ装置により印字、発行し、利用者が該発行された伝票に商品発送先などの所定事項を記入した後、ファクシミリを操作して当該伝票をシステムセンタへ送信していた。そして、システムセンタでは受信した伝票の写しを基に商品の発送処理を行っていた。

【0003】

【発明が解決しようとする課題】しかしながら、従来の無店舗販売システムの端末装置は、以下の不都合を有していた。商品の選択、購入個数等の商品購入手続き情報をキーボードにより入力するため、利用者一人あたりの端末装置の占有時間が長くなり、多くの利用者が端末装置を有効に利用することができなかつた。特に、多数の人が集まる場所に端末装置を設置する場合には、利用者一人当たりの端末装置の占有時間を短くし、多くの人が簡単に利用できるシステムとする必要がある。利用者がお年寄りである場合には、一般にキーボードの操作は容

易ではないため、より簡便な方法が望まれていた。さらに、利用者自らが、ファクシミリを操作しなければならず、煩雑であった。また、システムセンタは伝票の写しを基に商品の発送処理を行っていたが、発送処理が煩雑であり、人件費もかかっていた。

【0004】そこで本発明は、利用者が簡便に、かつ短時間で利用することができ、システムセンタの処理負担を軽減することができる自動注文機を提供しようとするものである。

【0005】

【課題を解決するための手段】上記課題を解決するため、請求項1記載の発明は、利用者とのインターフェイスとしての機能を有するタッチパネル部と、バーコードリード部と、決済機能部と、FAX部と、前記各部の制御を行う全体コントロール機能部とを含む自動注文機において、前記バーコードリード部は、利用者が選択し、記載し、挿入した注文書のうちバーコードから情報を読み取り、前記全体コントロール機能部は該情報をタッチパネル部の画面に表示し、前記決済機能部は上記情報と利用者が投入した金銭またはカードに基づいて決済を行い、前記FAX部は上記情報に基づいて自動的に上記注文書を直接加入業者に電話回線を介して送付することを特徴とする。

【0006】請求項2記載の発明は、請求項1記載の自動注文機において、前記コントロール機能部は、前記バーコードから読みとった情報をまとめ、一定期間蓄積し、POS情報としてセンタに伝送することを特徴とする。

【0007】請求項3記載の発明は、請求項1または2記載の自動注文機において、前記注文書は宣伝広告機能を有し、かつ前記注文書のバーコードの情報には、利用者が指定する注文内容が含まれることを特徴とする。

【0008】

【発明の実施の形態】以下、図に沿って、本発明の自動注文機を郵便局に設置する場合の実施形態について説明する。図1は、実施形態の構成図である。実施形態は、自動注文機1と、利用者が所定の事項を記入したのち、自動注文機に挿入する注文書2と、前記自動注文機1からいわゆるPOS情報を吸い上げるセンタ3とを備える。自動注文機1は、所定の処理、確認手続き等を行った後、注文書2を加入小売り業者にファクシミリにより電話回線を介して送付する。そして、加入小売り業者は、注文書2により指定された商品を届け先に配送する。図中の「カード」、「現金」は、利用者の料金支払い方法を示し、「受領書」は利用者が料金を支払った後、自動注文機1から領収書が発行されることを示している。なお、図中自動注文機1は1台のみ表示されているが、これに限られるものではなく、設置箇所は全国のどこでもよく、また一箇所に複数台設置することも可能である。

【0009】図2は、本実施形態の自動注文機1の構成図である。自動注文機1は、マンマシンインターフェイス機能(MMI機能)を有するタッチパネル部10と、注文書2のバーコードを読み込むバーコードリード部11と、注文書2を電話回線を介して加入小売り業者、またはセンタ3に送付するFAX部12と、利用者が本自動注文機1に投入した金銭(紙幣、コイン)、カードにより決済を行う決済機能部13と、前記決済が正当に行われた場合に利用者に対して取引明細を含む領収書を発行する領収書発行機能部14と、前述した全ての構成部10、11、12、13、14を統括し、制御し、さらにPOS情報をセンタ3等に送信する機能も有する全体コントロール機能部15とから構成される。

【0010】図3は本実施形態の処理フローを自動注文機1を中心として示した流れ図である。利用者は、ステップg1において、商品ごとに区分された注文書2を選択する。なお、注文書2の内容については、後述する。利用者は、ステップg2において、所定の事項、例えば商品の配達先等の記入や選択した商品、個数等を示すバーコードへのマーク付けを記載する。利用者は、ステップg3において、自動注文機1のタッチパネル部10に設けられた画面にタッチする。すると、前記画面は待機画面(ステップs1)を切替え、所定事項を表示する(ステップs2)。利用者は、前記注文書2を自動注文機1の挿入口に挿入する(ステップg4及びステップs3)。

【0011】自動販売機1は、ステップs4において、注文書2のバーコードを読み取り(バーコードリード部11により行われる)、記入方法、内容に不備が無いかどうかを確認し、不備があれば、ステップs5において注文書2を利用者に返却し、不備がなければ、ステップs6において、注文書の内容を画面に表示する。この内容には、商品名、数量、合計金額などが含まれる。利用者は、ステップg5において、注文書2の内容を画面で確認する。自動注文機1は、ステップs7において、画面に決済方法を表示する。利用者は、ステップg6において、料金を支払う。

【0012】自動注文機1の決済機能部13は、ステップs8において、投入された現金またはクレジットカードの確認を行う。支払い方法が現金の場合には、金額を確認した後、領収書を発行する(ステップs9、s10)。利用者は、ステップg7において、当該領収書を受け取る。支払い方法がクレジットカードの場合には、自動注文機1は、クレジットカードを確認した後(ステップs11)、クレジットカードを利用者に返却し(ステップs13)、ステップs14において「お客様控え」を発行する。もし、クレジットカードが有効ではない場合には、画面にクレジットカードが無効である旨を表示し(ステップs12)、ステップs13において利用者に返却する。利用者は、クレジットカード、「お客様

様控え」を受け取る(それぞれステップg8、ステップg9)。

【0013】自動注文機1のFAX部12は、ステップs15において、注文書2をバーコードにより指定された加入小売業者へファクシミリにより電話回線を介して送付する。なお、上記処理は全て自動的に行われる。また、ステップs15において、注文書2をセンタ3にファクシミリにより送付する場合もある。

【0014】自動注文機1の全体コントロール機能部15は、ステップs16において、注文内容、日時などのデータを自動注文機1内部に設けられたメモリーに記憶する。さらに、全体コントロール機能部15は、上記データを一定時間ごと(たとえば、毎日23時)に集計し、POS情報としてセンタ3等に電話回線等を介して送付する(これを締め作業という)。

【0015】図4は、本実施形態の構成要素である注文書2の実施例である。注文書2は、商品番号、商品名、内容、送付方法等により区分され、代金が明示されている商品説明部21と、利用者が配達先、依頼主等を手書きで記載する記述欄22と、バーコード23が表示されている。なお、注文書2には、商品名のみでなく、商品の写真等の宣伝広告のための情報を表示することも可能である。

【0016】利用者は、希望する注文書2を選択し、希望する商品番号、個数などに対応するバーコードにマーク付けをする。図4においては、バーコードに斜線を記入するようになっているが、これに限られるものではなく、例えば、選択可能な各バーコードの右側に正方形の欄を設け、その中を鉛筆で塗りつぶす等のいわゆるマークシートの方法でもかまわない。そして、利用者は、前記記述欄22に、お届け先住所、氏名、電話番号、依頼主住所、氏名、電話番号などの所定の事項を手書きで記入し、上述したように自動注文機1の所定の場所に挿入する。他のバーコードには、利用者が選択する商品番号、購入個数等の内容のみでなく、例えば、商品の大分類、実際に商品を販売、配達を担当する加入小売業者のファックス番号、口座等の情報も含まれている。この情報をもとに、FAX部12は、注文書2を指定された加入小売業者に自動的に送付する。

【0017】この注文書2は、商品カタログ、宣伝広告のチラシも兼ねており、例えば、小冊子としてまとめられて人の集まる場所に置かれたり、若しくは宣伝広告用の棚に置かれたり、または自動注文機1に設けられた棚に置かれ、利用者が閲覧できるようになっている。

【0018】次に、自動注文機1のうち全体コントロール機能部15(図2参照)が有するPOS機能について説明する。自動注文機1は、センタ3にオンラインで接続されている。センタとの間では、RS232Cインターフェイスによるモデムを介した一般電話回線または無線方式が利用され、窓口処理システムとはイーサネット

等のLANが利用される。POS情報には、自動注文機1の機械ナンバー、受付毎個数、受付毎金額、取引時間、釣り銭の情報、故障情報、無効クレジットカードの情報、注文書2またはお客様控えの用紙切れの予告アラームなどの情報が含まれる。全体コントロール機能部15が、センタ3等にPOS情報を伝送する時間は、故障若しくは用紙切れの予告アラームの発生時点、指定時間、または窓口処理システムからの要求時である。また、全体コントロール機能部15は、最新3日間の全データを常時蓄える機能も有する。これは、窓口処理システムが作動していないとき、または故障したときにも対処できるようにするためである。

【0019】さらに、自動注文機1は、外国人に対応できる機能、障害者に対応できる機能を有する。外国人対応機能としては、画面表示の文字を、初期画面のタッチパネル操作により日本語から英語に切替可能とすること等がある。また、タッチパネル操作以外で利用者の操作が必要な箇所（例えば現金投入口）は、わかりやすい絵、または日本語と英語の併記により対応することができる。

【0020】障害者対応機能としては、音声発生装置を自動注文機1に内蔵し、音声により操作手順を案内すること等がある。さらに、種別選択のための点字リモートボックスを設置し、現金投入口等には、点字案内を設け対応することができる。

【0021】図5は、自動注文機1の外観図である。図において、31は硬貨投入口、32は返却レバー、33は紙幣挿入口、34は注文書2の挿入部、35はカードの挿入口、36は受領書若しくはお客様控え発行口、37はおつり取り出し口である。

【0022】

【発明の効果】以上のように請求項1、2、3記載の発明によれば、宣伝広告、商品の選択、注文先、配達先の特定、発注者の特定等の情報が記載された一枚の注文書に基づいて、商品の宣伝広告、注文、決済が行われ、前記注文書が直接注文先である加入業者に自動的に送付されるため、利用者が簡単に、かつ短時間で利用すること

ができる。さらに、センタは伝票の写しをもとに商品の発送処理を行う必要がないため、センタの処理負担が軽減され、人件費を削減することができる。

【0023】請求項2記載の発明によれば、センタはPOS情報の一括管理ができ、自動注文機の故障などに迅速に対処することができる。

【0024】請求項3記載の発明によれば、利用者の誤記などが少なくなるため、信頼性のある無店舗販売システムを提供することができる。

【図面の簡単な説明】

【図1】無店舗販売システムの構成図である。

【図2】自動注文機の構成図である。

【図3】実施形態の処理フローを自動注文機を中心として示した流れ図である。

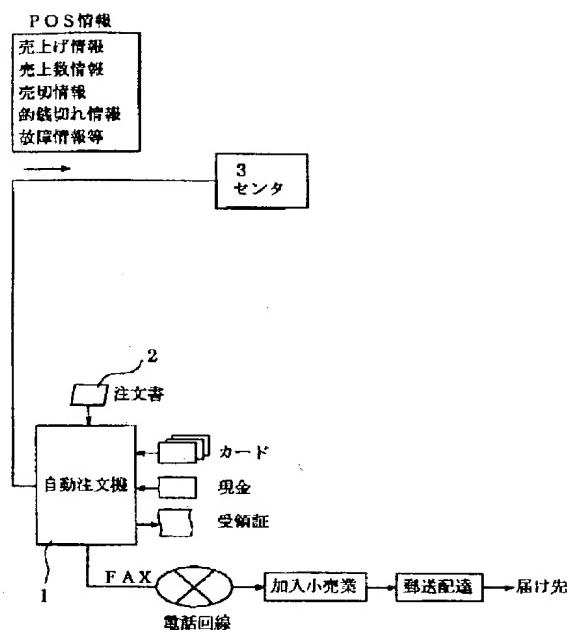
【図4】注文書の実施例を示した図である。

【図5】自動注文機の外観図である。

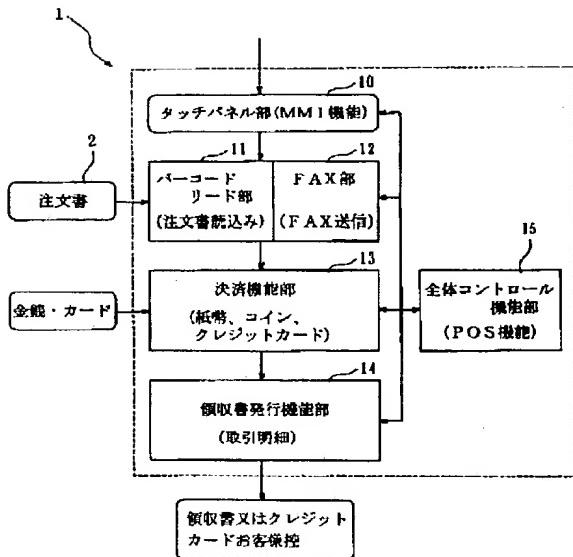
【符号の説明】

- 1 自動注文機
- 2 注文書
- 3 センタ
- 10 タッチパネル部
- 11 バーコードリード部
- 12 FAX部
- 13 決済機能部
- 14 領収書発行機能部
- 15 全体コントロール機能部
- 21 商品説明部
- 22 記述欄
- 23 バーコード
- 31 硬貨投入口
- 32 返却レバー
- 33 紙幣挿入口
- 34 注文書挿入部
- 35 カード挿入部
- 36 受領書、お客様控え発行口
- 37 おつり取り出し口

【図1】



【図2】



【図4】

全国どこの郵便局からでもお申し込みできます。

北海道の 鍋と鮓

商品番号	品名	内容	代金	送付方法
A	新雪鯛・塩切	約2.0kg	4,000円	普通小包
B	新雪鯛・姿切	約2.0kg	5,000円	普通小包
C	新雪鯛・一本物	約1.5kg	4,000円	
D	OO鰯		5,000円	
E	毛ガニ鍋		10,000円	
F	鮭干鮓の子		4,000円	
G	サケ干鮓(大分量)		4,000円	

商品記号：A～J の中から選択する
商品と同じ番号のバーコードに印をつけて
ください。例

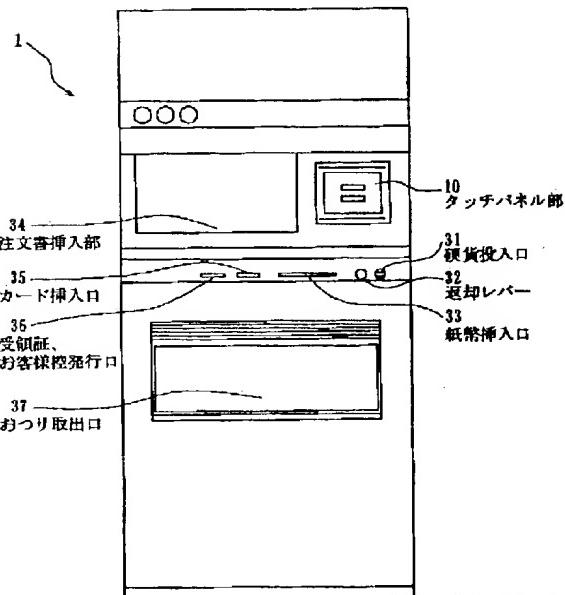
同様に個数（10個まで）をお選びください

お届先住所：
氏名： 電話番号 ()

依頼主住所：
氏名： 電話番号 ()

21 22 23

【図5】



【図3】

